



CCS Presentation Systems, KC  
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## REQUEST FOR PROPOSAL (RFP)

**Bid Event Number:**  
**EVT0000694**

### Project Process

#### Design & Engineering

The CCS Engineering Department is comprised of top industry design personnel, many having 20-30 years experience in the Audio Visual field. We successfully design and complete a variety of project types such as conference rooms, executive board rooms, training centers, class rooms, auditoriums, hotels, and casinos.

CCS engineers are experts in creative, cost effective solutions that are available when a Design-Build relationship is formed. This allows the customer and the general contractor to use CCS as the one source solution for all of the Audio Visual requirements involved in a project. Our Design-Build projects and relationships have an unbeatable history of being on time and on budget.

#### Project Management

Our Project Managers are closely involved throughout the process to ensure timely and successful completion of your project. They will interface with your company representatives, contractors, architects and facility managers so that you have a single point of contact for the duration of the job.

Once assigned to the project, your dedicated CCS Project Manager will:

- Develop and maintain a project schedule and table of responsibilities.
- Provide timely, consistent communication among all team members.
- Supervise all project resources for accountability to the project.
- Negotiate with other trades regarding schedule adjustment.
- Ensure that training and all close-out documentation is provided.

#### Installation

Our Installation Department is comprised of industry professionals who are committed to ongoing training and the continuous improvement of CCS's ability to provide on-time, quality installations. We have 30+ installers that are full-time CCS employees, giving us a greater measure of quality and control. All of our engineers and installers use industry standards and best practices within a proven systems integration process.

We work on a variety of project types that can range from a simple plasma install to a multi-million dollar integrated project. Our in-house resources provide the ability to install thousands of classrooms and a sizeable number of integrated projects every year.

#### Documentation

The CCS CAD Department uses the latest industry standard software and hardware to produce drawings for any size job. We provide as-built drawings, single-line drawings, floor plans, and rack elevations that can be customized to your requirements.

Custom Operation Guides can also be created to help assist with the daily operation of your system. At project completion, your final deliverables will be supplied in both hard-copy and soft-copy format to include all drawings, documentation and software so that you can maintain and manage your systems well into the future.

#### Service

CCS' approach to managing and maintaining customer satisfaction is to provide pro-active prescheduled, preventative service calls, onsite support visits and customer satisfaction review meetings. Solid system designs and implementation, along with strategic and thorough post-installation communication are a necessity for true customer satisfaction.

CCS additionally offers Factory Authorized Service Centers which provide rapid turn-around on repairs by trained and certified technicians. Service contracts and preventative maintenance agreements extend the life of installed equipment and can provide onsite response to ensure peak performance.